MIAMI·DADE

# Departmental Quarterly Performance Report

**Department Name: Aviation**

**Reporting Period:
Fiscal Year 2002-2003
2nd Quarter**

## MAJOR PERFORMANCE INITIATVES

| | |
|---|---|
| County Mgr. Priority (Circle One):  *People    Service    Technology   (Fiscal Responsibility)*<br><br>**Project Name:**<br>Maintain the CIP Construction Change Orders cumulative dollar amount to less than 5% of original contract.<br><br>**Status:**<br>Cumulative percent for March 03 is 4.02% | **x** *Strategic Plan*<br>**x** *Business Plan*<br>__ *Budgeted Priorities*<br>__ *Customer Service*<br>__ *ECC Project*<br>__ *Workforce Dev.*<br>__ *Audit Response*<br>__ *Other_____*<br>        *(Describe)* |
| County Mgr. Priority (Circle One):  *People    Service    Technology   (Fiscal Responsibility)*<br><br>**Project Name:**<br>Stimulate the local economy by establishing aggressive route development program to increase passenger and cargo by 3.5%<br><br>**Status:**<br>Percent Change FYTD Compared to 01-02 | __ *Strategic Plan*<br>__ *Business Plan*<br>**x** *Budgeted Priorities*<br>__ *Customer Service*<br>__ *ECC Project*<br>__ *Workforce Dev.*<br>__ *Audit Response*<br>__ *Other_____*<br>        *(Describe)* |

|  | Passenger Growth | Cargo Growth |
|---|---|---|
| Jan 03 | 8.23% | 6.47% |
| Feb 03 | 6.14% | 6.41% |
| Mar 03 | 3.87% | 5.77% |

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| County Mgr. Priority (Circle One):  *(People)  Service    Technology    Fiscal Responsibility*<br><br>**Project Name:**<br>Improve terminal concourse including a system to enable baggage screening of 100%<br><br>**Status:**<br>Status:  TSA is currently screening 100% of checked baggage using electronic means on the 2nd level ticket counter area and on the 1st level baggage make-up area.  Inline baggage conveyor screening solution (Phase II) for Central Zone is in the design phase.  Inline screening solution are included in the North & South Terminal Projects, which is currently under construction. | **x** *Strategic Plan*<br>__ *Business Plan*<br>**x** *Budgeted Priorities*<br>__ *Customer Service*<br>__ *ECC Project*<br>__ *Workforce Dev.*<br>__ *Audit Response*<br>__ *Other_____*<br>        *(Describe)* |
| County Mgr. Priority (Circle One):  *(People)  Service    Technology    Fiscal Responsibility*<br><br>**Project Name:**<br>Improve general aviation airports including safety and security upgrades at Kendall-Tamiami and Opa-Locka.<br><br>**Status:**<br>75% construction documents have been submitted and are currently under review. | **x** *Strategic Plan*<br>__ *Business Plan*<br>**x** *Budgeted Priorities*<br>__ *Customer Service*<br>__ *ECC Project*<br>__ *Workforce Dev.*<br>__ *Audit Response*<br>__ *Other_____*<br>        *(Describe)* |

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| County Mgr. Priority (Circle One): *People   Service   Technology  (Fiscal Responsibility)*<br><br>**Project Name and Number:**<br>ECC #145 – Employee Participation Program<br><br>**Status:**<br>MDAD staff has conducted 16 workshops, with over 400 ideas received. Twenty-seven suggestions related to safety, efficiency, environment, and customer service have been implemented, and twenty additional ideas are being considered for implementation. | ___ *Strategic Plan*<br>___ *Business Plan*<br>___ *Budgeted Priorities*<br>___ *Customer Service*<br>___ *Workforce Dev.*<br>*x ECC Project*<br>___ *Audit Response*<br>___ *Other_____*<br>*(Describe)* |
| County Mgr. Priority (Circle One): *People   Service   Technology  (Fiscal Responsibility)*<br><br>**Project Name and Number:**<br>ECC #537 – Computerized Property Management System<br><br>**Status:**<br>System fully developed and tested.  Currently entering required data; about 60% completed. | ___ *Strategic Plan*<br>___ *Business Plan*<br>___ *Budgeted Priorities*<br>___ *Customer Service*<br>___ *Workforce Dev.*<br>*x ECC Project*<br>___ *Audit Response*<br>___ *Other_____*<br>*(Describe)* |
| County Mgr. Priority (Circle One): *People   Service   Technology  (Fiscal Responsibility)*<br><br>**Project Name and Number:**<br>ECC #544 – Inventory Bar-coding for inventory control<br><br>**Status:**<br>Project placed on hold pending County-wide implementation of larger project.  However, a review of cost/benefit has caused MDAD to revive this smaller project and proceed with it. | ___ *Strategic Plan*<br>___ *Business Plan*<br>___ *Budgeted Priorities*<br>___ *Customer Service*<br>___ *Workforce Dev.*<br>*x ECC Project*<br>___ *Audit Response*<br>___ *Other_____*<br>*(Describe)* |
| County Mgr. Priority (Circle One): *People   Service   Technology  (Fiscal Responsibility)*<br><br>**Project Name and Number:**<br>ECC #814 – Automated and computerized Security Cashier System<br><br>**Status:**<br>Reviewed several systems and contacted 8 airports.  Currently completing analysis to develop recommendation for upper management review. | ___ *Strategic Plan*<br>___ *Business Plan*<br>___ *Budgeted Priorities*<br>___ *Customer Service*<br>___ *Workforce Dev.*<br>*x ECC Project*<br>___ *Audit Response*<br>___ *Other_____*<br>*(Describe)* |
| County Mgr. Priority (Circle One): *People   Service   Technology  (Fiscal Responsibility)*<br><br>**Project Name and Number:**<br>ECC #816 – Conduct Customer Surveys<br><br>**Status:**<br>Survey is scheduled to be conducted by May 31, 2003. | ___ *Strategic Plan*<br>___ *Business Plan*<br>___ *Budgeted Priorities*<br>___ *Customer Service*<br>___ *Workforce Dev.*<br>*x ECC Project*<br>___ *Audit Response*<br>___ *Other_____*<br>*(Describe)* |
| County Mgr. Priority (Circle One): *People   Service   Technology  (Fiscal Responsibility)* | *Strategic Plan* |

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| **Project Name and Number:**<br>ECC #820 – Reduce Accounts Receivables<br><br>**Status:**<br>Outstanding accounts receivable, adjusted for item subject to legal collection action, bankruptcy, payment plan, or collection agency processing, decreased from $3.64 in Oct. 2002 to $2.41 million in March 2003. | \_\_ *Business Plan*<br>\_\_ *Budgeted Priorities*<br>\_\_ *Customer Service*<br>\_\_ *Workforce Dev.*<br>***x*** *ECC Project*<br>\_\_ *Audit Response*<br>\_\_ *Other*_____<br>*(Describe)* |
| County Mgr. Priority (Circle One):  *People   Service   Technology*  (*Fiscal Responsibility*)<br><br>**Project Name and Number:**<br>ECC #829 – Upgrade Terminal Information System with Airport Operation Information System (AOIS)<br><br>**Status:**<br>Started project in February.  Currently defining scope and deliverables. | \_\_ *Strategic Plan*<br>\_\_ *Business Plan*<br>\_\_ *Budgeted Priorities*<br>\_\_ *Customer Service*<br>\_\_ *Workforce Dev.*<br>***x*** *ECC Project*<br>\_\_ *Audit Response*<br>\_\_ *Other*_____<br>*(Describe)* |
| County Mgr. Priority (Circle One):  *People   Service   Technology*  (*Fiscal Responsibility*)<br><br>**Project Name and Number:**<br>ECC #830 – Modernize MIA's special systems that support life safety and maintenance.<br><br>**Results:**<br>Currently writing RFPs. | \_\_ *Strategic Plan*<br>\_\_ *Business Plan*<br>\_\_ *Budgeted Priorities*<br>\_\_ *Customer Service*<br>\_\_ *Workforce Dev.*<br>***x*** *ECC Project*<br>\_\_ *Audit Response*<br>\_\_ *Other*_____<br>*(Describe)* |
| County Mgr. Priority (Circle One):  *People   Service   Technology*  (*Fiscal Responsibility*)<br><br>**Project Name and Number:**<br>ECC #831 – Implement Common Use Terminal Equipment (CUTE)<br><br>**Results:**<br>Started the project in February 2003 and vendor is on board.  Test environment is being developed and project a target date of July to have four gates using it in Concourse D. | \_\_ *Strategic Plan*<br>\_\_ *Business Plan*<br>\_\_ *Budgeted Priorities*<br>\_\_ *Customer Service*<br>\_\_ *Workforce Dev.*<br>***x*** *ECC Project*<br>\_\_ *Audit Response*<br>\_\_ *Other*_____<br>*(Describe)* |
| County Mgr. Priority (Circle One):  *People   Service   Technology*  (*Fiscal Responsibility*)<br><br>**Project Name and Number:**<br>ECC #832 – Modernize MIA's software based applications to support Finance, Maintenance, Materials, Properties, and Procurement<br><br>**Results:**<br>Currently evaluating 12 vendors. | \_\_ *Strategic Plan*<br>\_\_ *Business Plan*<br>\_\_ *Budgeted Priorities*<br>\_\_ *Customer Service*<br>\_\_ *Workforce Dev.*<br>***x*** *ECC Project*<br>\_\_ *Audit Response*<br>\_\_ *Other*_____<br>*(Describe)* |
| County Mgr. Priority (Circle One):  *People   Service   Technology*  (*Fiscal Responsibility*) | \_\_ *Strategic Plan*<br>\_\_ *Business Plan* |

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| **Project Name and Number:**<br>ECC #833 – Modernize MIA Public Address System Infrastructure<br><br>**Results:**<br>Advertisement will be completed by April 30, 2003. | __ *Budgeted Priorities*<br>__ *Customer Service*<br>__ *Workforce Dev.*<br>**x** *ECC Project*<br>__ *Audit Response*<br>__ *Other_____*<br>*(Describe)* |
| County Mgr. Priority (Circle One):  *People    Service    Technology*  ⟨*Fiscal Responsibility*⟩<br><br>**Project Name and Number:**<br>ECC #834 – Modernized MDAD Telecommunication Infrastructure<br><br>**Results:**<br>Currently developing RFPs. | __ *Strategic Plan*<br>__ *Business Plan*<br>__ *Budgeted Priorities*<br>__ *Customer Service*<br>__ *Workforce Dev.*<br>**x** *ECC Project*<br>__ *Audit Response*<br>__ *Other_____*<br>*(Describe)* |
| County Mgr. Priority (Circle One):  *People    Service    Technology    Fiscal Responsibility* | __ *Strategic Plan*<br>__ *Business Plan*<br>__ *Budgeted Priorities*<br>__ *Customer Service*<br>__ *Workforce Dev.*<br>__ *ECC Project*<br>__ *Audit Response*<br>__ *Other_____*<br>*(Describe)* |
| County Mgr. Priority (Circle One):  *People    Service    Technology    Fiscal Responsibility* | __ *Strategic Plan*<br>__ *Business Plan*<br>__ *Budgeted Priorities*<br>__ *Customer Service*<br>__ *Workforce Dev.*<br>__ *ECC Project*<br>__ *Audit Response*<br>__ *Other_____*<br>*(Describe)* |
| County Mgr. Priority (Circle One):  *People    Service    Technology    Fiscal Responsibility* | __ *Strategic Plan*<br>__ *Business Plan*<br>__ *Budgeted Priorities*<br>__ *Customer Service*<br>__ *Workforce Dev.*<br>__ *ECC Project*<br>__ *Audit Response*<br>__ *Other_____*<br>*(Describe)* |

## PERSONNEL SUMMARY

### A. *Filled/Vacancy Report*

| NUMBER OF FULL-TIME POSITIONS* | Filled as of September 30 of Prior Year | Current Year Budget | Actual Number of Filled and Vacant positions at the end of each quarter | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | | | Quarter 1 | | Quarter 2 | | Quarter 3 | | Quarter 4 | |
| | | | Filled | Vacant | Filled | Vacant | Filled | Vacant | Filled | Vacant |
| | 1612 | 1892 | 1619 | 273 | 1654 | 238 | | | | |

\* Public Safety Departments should report the sworn versus non-sworn personnel separately and Departments with significant part-time, temporary or seasonal help should report these separately.

### Notes:

### B. *Key Vacancies*
**Three Assistant Directors:  Maintenance; Administration; Business Management**
**Two Associate Directors: Minority Affairs; Public Affairs**

### C. *Turnover Issues*

### D. *Skill/Hiring Issues*

### E. *Part-time, Temporary and Seasonal Personnel*
*(Including the number of temporaries long-term with the Department)*

**101 – as of March 2003**

### F. *Other Issues*

### FINANCIAL SUMMARY

*Operating Revenue and Expenditure Activity - (All Dollars in Thousands)*

| | Prior Year | FY 2002-03 | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | | Annual | Quarter 2nd. | | Year -to-Date | | | End of Year |
| | Actual | Budget | Budget | Actual | Budget | Actual | Variance % | Projection |
| **Operating Revenue** | | | | | | | | |
| Aviation Fees and Charges | 265,245 | 293,773 | 73,444 | 78,603 | 146,887 | 145,184 | -1% | 274,502 |
| Commercial Operations | 176,018 | 177,951 | 44,488 | 46,206 | 88,976 | 87,323 | -2% | 160,344 |
| Other Income | 33,807 | 35,431 | 8,858 | 10,513 | 17,716 | 18,886 | 7% | 32,468 |
| . | | | | | | | | |
| **Total Operating Revenue *** | $ 475,070 | $ 507,155 | $ 126,790 | $ 135,322 | $ 253,579 | $ 251,393 | -1% | $ 467,314 |
| **Operating Expenditures **** | | | | | | | | |
| Salaries and Fringes | 113,589 | 119,691 | 29,923 | 28,022 | 59,846 | 60,355 | 1% | 119,881 |
| Other Operating Expenses | 202,609 | 223,843 | 55,962 | 48,501 | 111,922 | 97,575 | -13% | 213,773 |
| Capital | 1,602 | 787 | 197 | 59 | 394 | 120 | -70% | 787 |
| . | | | | | | | | |
| **Total Operating Expenditures** | $ 317,800 | $ 344,321 | $  86,082 | $  76,582 | $ 172,162 | $ 158,050 | -8% | $ 334,441 |
| | | | | | | | | |
| **Net Operating Income** | **$ 157,270** | **$ 162,834** | **$  40,708** | **$  58,740** | **$  81,417** | **$  93,343** | **15%** | **$ 132,873** |

*  Total operating revenue does not include transfers from other funds.

** Expenditures may be reported by activity as contained in your budget or may be reported by category (personnel, operating and capital).

*Equity in Pooled Cash*

| | Prior Year | Projected at Year-end as of | | | |
|---|---|---|---|---|---|
| | Year End | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
| Fund/Subfund | | | | | |
| Total Aviation Department | $  52,687 | $  60,290 | $  64,815 | $  36,177 | $  23,411 |

*STATEMENT OF PROJECTION AND OUTLOOK*

**The Department projects to be within authorized budgeted expenditures and projects that available revenues will exceed expenses except as noted below:**

Notes and Issues:
(Summarize any concern or exception which will prohibit the Department from being within authorized budgeted expenditures and available revenues)

- Notwithstanding potential reductions in revenues during the second half of the fiscal year as a result of the Iraq War and the sluggish US and global economy, the Aviation Department continues to project that available revenues will exceed actual expenses.
- The Aviation Department does not foresee an exception which will prohibit the Department from being within the authorized budgeted expenditures and its available revenues.

### DEPARTMENT DIRECTOR REVIEW

The Department Director has reviewed this report in its entirety and agrees with all information presented including the statement of projection and outlook.

_____          Date_____
Signature
Department Director